

## **Effect of Completeness of Land Side Facilities on Passenger Satisfaction at Tebelian Sintang Airport, West Kalimantan**

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### **Abstract**

Airport according to Annex 14 of ICAO (International Civil Aviation Organization) is a certain area on land or water (including buildings, installations and equipment) which is intended either in whole or in part for the arrival, departure and movement of aircraft. Tebelian Sintang Airport is categorized as a new airport so that the buildings and facilities at the airport are still inadequate so that repairs and additional facilities are needed. From the results of observations, researchers know that at Tebelian Sintang Airport, West Kalimantan, they have started to improve (1) existing facilities at the airport and add (2) complete facilities such as special places for breastfeeding, prayer rooms and additional seats for passengers and the addition of other facilities for comfort and safety. passengers while at Tebelian Sintang Airport, West Kalimantan. The research method used is a quantitative method. With a total sample used in this study of 100 respondents, and a total population of 75,000 passengers. The respondents in this study were service users who had used the facilities at Tebelian Sintang Airport, West Kalimantan. Research techniques based on the philosophy of positivism, are used to examine certain populations or samples. Sampling techniques are generally carried out randomly, data collection uses research instruments, data analysis is quantitative/statistical in nature with the aim of testing established hypotheses. This study has one independent variable Facility (X) and dependent variable Passenger satisfaction (Y). The results in this study show that the value of T count is 28.814 > T table 1.98447, and a significance value (sig) of 0.000 < 0.05. Therefore it can be concluded that Ho is accepted, meaning that there is a positive influence of the completeness of the facilities variable on passenger satisfaction at Tebelian Sintang Airport, West Kalimantan.

**Keywords:** Facilities, Land Side, Passenger Satisfaction



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### **INTRODUCTION**

Tebelian Airport is a new airport built in Sungai Tebelian District to replace Susilo Airport. The airport has a runway that is 1,820 m long and 30 m wide. Thus, Tebelian Airport serves ATR 72 class aircraft operations more optimally, both for passengers and cargo. The airlines that are already operating at Tebelian Airport are Nam Air and Wings Air with the Sintang-Pontianak route. The government hopes that the large number of incoming aircraft will increase the economy and welfare of the people in Sintang district. Tebelian Sintang Airport is categorized as a new airport so that the buildings and facilities at the airport are still inadequate so that repairs and additional facilities are needed.

Passenger satisfaction according to Tjiptono (2014) is to conceptualize customer satisfaction as a feeling that appears to be the output of an assessment of the experience of using a product or service. The definition of facilities according to Tjiptono (2014) is a physical resource that must exist before a service is offered to consumers. Facilities are something that is important in a company, therefore the existing facilities, namely the condition of the facilities, interior and exterior design and cleanliness must be considered, especially those that are closely related to what consumers feel directly. Due to the existence of good facilities can make

a good impression for the user or the passenger.

Based on research from Imaniar dea. A (2016) explains that the condition of land side facilities simultaneously or jointly has a significant effect on the variable of passenger satisfaction for Air Asia, Garuda Indonesia, and Citilink and has no significant effect on the variable of satisfaction for Lion Air passengers. Meanwhile, based on research conducted by Febriana et al, the results of hypothesis testing show that the facility variable has a significant effect on passenger satisfaction, service quality variable has no significant effect on passenger satisfaction, location variable has a significant effect on passenger satisfaction.

The result of a significant value which amounts to  $< 0.05$  means that the Completeness of Facilities (X) has a positive and significant effect on Passenger Satisfaction at Tebelian Sintang Airport, West Kalimantan. The dominant variable that has an effect on passenger satisfaction is location. From the results of this study it can be seen that the complete facilities at Tebelian Sintang Airport have met the eligibility standards so that they can provide satisfaction to passengers who use the facilities at the airport. Following are some results of documentation regarding facilities at Tebelian Sintang Airport, West Kalimantan.

From the results of observations, researchers know that at Tebelian Sintang Airport, West Kalimantan, they have started to improve existing facilities at the airport and add complete facilities such as special places for breastfeeding, prayer rooms and additional seats for passengers and the addition of other facilities for the comfort and safety of passengers while at the airport.

### **Airport**

According to Law Number 1 Year 2009 concerning Aviation, an airport is an area on land and/or waters with certain boundaries that is used as a place for aircraft to land and take off, board and unload passengers, load and unload goods, and place for intra and intermodal transportation. equipped with aviation safety and security facilities, as well as basic facilities and other supporting facilities. Tebelian Airport is an airport managed by the Airport Management Unit (UPBU) located in Sungai Tebelian District, Sintang Regency, West Kalimantan with the IATA SQG code and the WIOS ICAO code. Tebelian Airport is an airport that has a hierarchy as a feeder airport. This airport can only be used for domestic flights, because the only airlines that come from Pontianak.

### **Facility**

Facilities are anything that can facilitate and expedite the implementation of a business in the form of goods or money. According to (Tjiptono: 2014) facilities are physical resources that must exist before a service is offered to consumers. Facilities are something that is important in the service business, therefore the existing facilities, namely the condition of the facilities, interior and exterior design and cleanliness must be considered, especially those that are closely related to what consumers feel directly. Every facility and infrastructure at the airport has its own function. The following is an explanation;

1. Airside (air side). Air side is part of the airport that is related to take-off and landing activities. The air side consists of the runway, taxiway and apron. As for the side facilities, there are facilities that make up both, namely: Air Side Facilities which include;
  - a. Runway
  - b. Runway Strips (Runway End Safety Area (RESA), Stopway Areas, Clearway Areas)
  - c. Landing/Taxiway
  - d. Parking Pad/Apron

- e. Runway
  - f. Apron (Aircraft parking area)
  - g. Taxiway (Connection Platform)
  - h. Air Traffic Controllers
2. Landside (land side). An airport terminal or concourse is a center for incoming and outgoing passengers. Inside there is an X-ray baggage scanner, Check-in Counter, Custom Immigration Quarantine (CIQ) for international airports, and boarding lounges as well as various facilities for passenger convenience, and Vehicle parking (Transportation parking), for parking the vehicles of passengers. passengers and drop-off/pick-up, including taxis. The airport parking area is not only for delivery/pick-up passengers, it is also intended for passengers who bring their own vehicles.
  3. Departure Terminal. An airport terminal is a building at an airport where passengers transfer between ground transportation and facilities that allow them to board and depart aircraft. Airline Counter, Immigration Counters, Inspection Counters and Baggage Claim Area.
  4. Non-Public Area. Non-Public Area is a part of an airport that cannot be entered by the general public, except for passengers who are just waiting for the process of entering the plane/boarding, or arriving passengers who must complete their travel documents and will collect their baggage.
    - a. Parking area
    - b. Crubs

**Passenger Satisfaction**

In an effort to meet consumer satisfaction, companies are required to know the needs and desires of consumers who change almost every time. Buyers will move after forming a perception of the value of the offer, satisfaction after purchase depends on the performance of the offer compared to expectations. Consumer satisfaction is defined by Kotler and Keller (2016), which states that "Satisfaction is a person's feelings of pleasure or disappointment that result from comparing a product or service's perceived performance (or outcome) to expectations". Consumers can experience one of three levels of general satisfaction, namely if performance is below expectations, consumers will feel disappointed, but if performance matches expectations, customers will feel satisfied and if performance exceeds expectations, customers will feel very satisfied, happy or excited. The five dominant factors include: Tangible, Empathy, Responsiveness, Reliability, and Assurance.

**Operational Thinking Framework**

The thinking framework in this study will describe how the relationship between variable X (completeness of facilities) affects variable Y (passenger satisfaction).

Completeness of Facilities (X)	Passenger Satisfaction (Y)
1. Room Planning	1. Tangible
2. Considerations	2. Empaty
3. Equipment/Furniture	3. Quick Response
4. Lighting and Color	4. Reliability
5. Graphic Messages	5. Certainty (Assurance).
6. Supporting Elements	

**Figure 1. Operational Thinking Framework**  
 Source: (Author 2023)

## Hypothesis

Based on the explanation above, the hypothesis in this study is as follows:

H0: Completeness of facilities affects customer satisfaction at Tebelian Sintang Airport.

H1: Complete facilities do not affect customer satisfaction at Tebelian Sintang Airport.

## RESEARCH METHODS

In this study the method used is quantitative research methods with correlation methods. According to Sugiyono (2018) quantitative data is a research method that uses positivistic or concrete data, using research data in the form of numbers that will be tested for calculations that will be measured statistically and related to the problem to be studied in order to produce a conclusion. To determine whether there is a relationship between the independent variable and the dependent variable, the technique used is correlation.

## Population

The population in this study is all people who use the Tebelian Airport mode of transportation. Based on the results that researchers did at Tebelian Sintang Airport, West Kalimantan, it is known that the number of passengers in 2021 will be 75,000 passengers. So that the population in this study was 75,000 passengers (Muharrami: 2021).

## Sample

Purposive sampling is a sampling technique by determining certain criteria Sugiyono (2019). The sample in this study was 100 respondents, where the use of 100 passenger respondents who had used the facilities at Tebelian Sintang Airport, West Kalimantan, at least 2 (two) times, and aged 17-44 years were included in the criteria for research.

## Data Sources and Types

1. Primer. In this study, the primary data used was data generated from the process of distributing questionnaires to 100 respondents who had used the facilities at Tebelian Sintang Airport, West Kalimantan, at least 2 times.
2. Secondary. Secondary data is data obtained by researchers from various sources that are already available. In this study, the secondary data used was obtained from journals and the internet.

## Data Collection Technique

1. Observation. According to Sugiyono (2019) "observation is a complex process, a process composed of various biological and psychological processes". To find out the number of samples in this study, researchers used the Slovin formula, which is as follows:

$$n = \frac{N}{1 + Ne}$$

$$n = \frac{75,000}{1 + 75,000 (0.1)^2}$$

$$n = \frac{75,000}{1 + 7,500}$$

$$n = \frac{75,000}{8,500}$$

$$n = 8.8235$$

$$n = 8.8235$$

$$n = 8.8235 \text{ so } n = 100$$

Information:

n : Sample Size

N : Population Size  
E : Tolerable margin of error  
Is known:  
N : 75,000 Passengers e : (10%)

The sample in this study was 100 respondents where the use of 100 respondents was included in the criteria for research.

### **Questionnaire**

The questionnaire in this study consisted of 38 questions which would be distributed to passengers who had used land facilities at Tebelian Sintang Airport, West Kalimantan.

### **Data Analysis Technique**

1. Validity Test. With the test criteria, if  $r_{count} > r_{table}$  with 0.05 then the measuring instrument is declared valid, and vice versa if  $r_{count} < r_{table}$  then the measuring instrument is invalid
2. Reliability Test. If the Cronbach's Alpha value is  $> 0.6$  then it is reliable. If the Cronbach's Alpha value is  $< 0.6$  then it is unreliable. The variable is said to be good if it has a Cronbach's Alpha value  $> 0.6$ .
3. Normality Test. According to Ghozali (2016) the basis for decision making is based on probability (Asymptotic Significant), namely: If the probability value (sig)  $> 0.05$ , the distribution of the regression model is normal. If the probability value (sig)  $< 0.05$  then the distribution of the regression model is not normal.
4. Simple Linear Regression. Simple linear regression or often abbreviated as SLR is a statistical method that functions to test the extent of a causal relationship between the Causal Factor Variable (X) and the Consequent variable (Y).
5. T test or partial test. If the value of  $t_{count} \geq t_{table}$  then there is an influence of the independent variable (X) on the dependent variable (Y) or the hypothesis is accepted. If the value of  $t_{count} \leq t_{table}$  then there is no effect of the independent variable (X) on the dependent variable (Y) or the hypothesis is rejected.
6. Determination Coefficient Test. Ghozali (2013), In simple terms the coefficient of determination is calculated by squaring the Correlation Coefficient (R). The small value of  $R^2$  means the ability of the independent variable to provide almost all the information needed to predict the dependent variable.

## **RESEARCH RESULTS AND DISCUSSION**

### **The Effect of Completeness of Land Side Facilities at Tebelian Sintang Airport on Passenger Satisfaction**

Based on the results of the hypothesis testing carried out in this study, it shows that there is an effect of Completeness of Facilities (X) on Passenger Satisfaction (Y). The results of the tests carried out in the study showed that the regression coefficient value of the Completeness of Facilities variable was obtained through a simple linear regression test of 1.012 which stated that for every 1% addition of the value of Completeness of Facilities, the value of Passenger Satisfaction increased by 1.012. This means that the regression coefficient is positive.

There is a comparison of previous research and current research, By Aldy Rsfliansyah (2021), Sultan Hasanuddin International Airport, where the probability value (sig) is 0.00 with a calculated T value (8.797)  $>$  T table (1.653). This means that  $H_0$  is rejected and  $H_a$  is accepted.



While the availability of waiting room facilities affects passenger satisfaction at Sultan Hasanuddin International Airport by 30.3% and 69.7% passenger satisfaction at Sultan Hasanuddin International Airport is influenced by variables and other factors not examined in the research study.

The results in this study indicate that there is a significant and positive influence between the Completeness of Facilities on Passenger Satisfaction at Tebelian Sintang Airport, West Kalimantan, which is obtained from the significant value of the Coefficiens table which amounts to  $0.000 < 0.05$  and it is known that the value of T count is  $28.814 >$  from T table  $1.98447$ , therefore  $H_a$  is rejected while  $H_o$  is accepted. The result of a significant value which amounts to  $< 0.05$  means that the Completeness of Facilities (X) has a positive and significant effect on Passenger Satisfaction at Tebelian Sintang Airport, West Kalimantan.

### **The Magnitude of Influence of Complete Land Side Facilities at Tebelian Sintang Airport Passenger Satisfaction**

The magnitude of the influence of the completeness of the facilities on passenger satisfaction at Tebelian Sintang Airport is obtained from the R square results where the value is  $0.894$  or equal to  $89.4\%$ , therefore these results can prove that the variable of Completeness of Facilities (X) has a significant effect on variable Passenger Satisfaction (Y) of  $89.4\%$  to  $10.6\%$  is influenced by variables outside of this study. Proving that the comparison of previous studies and current researchers, By Aulia Rahman, Winang Ahlul (2021), The results show that the variable availability of waiting room facilities at the departure terminal has a significant effect indicated by a sig value of  $0.000 < 0.05$ , which means the higher the availability of waiting room facilities departure terminal then passenger satisfaction, will be higher. From the analysis of the coefficient of determination, the Adjusted R Square value is  $0.905$  or  $90.5\%$ .

The magnitude of the influence of the completeness of the facilities on passenger satisfaction at Tebelian Sintang Airport is obtained from the R square results where the value is  $0.894$  or equal to  $89.4\%$ , therefore these results can prove that the variable of Completeness of Facilities (X) has a significant effect on variable Passenger Satisfaction (Y) of  $89.4\%$  to  $10.6\%$  is influenced by variables outside of this study. Facilities are anything that can facilitate and expedite the implementation of a business in the form of goods or money.

### **CONCLUSION**

Based on the results of research conducted by researchers using observation techniques and questionnaires carried out at Tebelian Sintang Airport, West Kalimantan, regarding the effect of the completeness of land-side facilities on passenger satisfaction, several conclusions can be drawn, namely as follows: The results of this study indicate that the variable completeness of the facilities (X) partially affects passenger satisfaction (Y). The results in this study show that the value of T count is  $28.814 >$  T table  $1.98447$ , and a significance value (sig) of  $0.000 < 0.05$ . Therefore it can be concluded that  $H_o$  is accepted, meaning that there is a positive influence of the completeness of the facilities variable on passenger satisfaction at Tebelian Sintang Airport, West Kalimantan. The effect of completeness of facilities on passenger satisfaction at Tebelian Sintang Airport, West Kalimantan, where the results obtained an R square value of  $0.894$  or  $89.4\%$ , which means that the completeness of the facilities provided by Tebelian Sintang Airport, West Kalimantan, is very good. Therefore these results mean that the variable of completeness of the facility (X) has a significant effect on the passenger satisfaction variable (Y) which amounts to  $89.4\%$  then to  $10.6\%$  is influenced by variables outside of this study.

Suggestions for further researchers, namely that it is hoped that future researchers who want to continue this research can further develop or add to this research from all angles and aspects contained at the airport and can develop from a different perspective by using other variables, one of which is the cleanliness of the facilities. may affect passenger satisfaction. For the STTKD Institute, it is hoped that researchers who will research related to the Completeness of Facilities on Passenger Satisfaction to further develop and improve, as well as add references to the STTKD Campus library, in order to increase interest in learning in the field of Aviation knowledge.

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